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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 23, 2007

TO: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **ST. JOSEPH CENTER CONTRACT COMPLIANCE REVIEW – MENTAL  
HEALTH SERVICE PROVIDER**

We have completed a contract compliance review of St. Joseph Center (Agency), a Department of Mental Health (DMH) service provider.

**Background**

DMH contracts with St. Joseph Center a private, non-profit, community-based organization, which provides services to clients in Service Planning Area 3. Program services include interviewing program participants, assessing their mental health needs, and developing and implementing a treatment plan. The Agency's headquarters is located in the Third District.

Our review focused on approved Medi-Cal billings where at least 35% of the total service cost was paid using County General Funds. DMH paid St. Joseph Center \$1.91 per minute of staff time (\$114.60 per hour) for services provided under this type of funding program. DMH contracted with St. Joseph Center to provide approximately \$488,000 in services for Fiscal Year 2005-06.

**Purpose/Methodology**

The purpose of the review was to determine whether St. Joseph Center provided the services outlined in their contract with the County. We also evaluated whether the Agency achieved planned service levels. Our monitoring visit included a review of a

*"To Enrich Lives Through Effective and Caring Service"*

sample of St. Joseph Center's billings, participant charts, and personnel and payroll records. We also interviewed staff from St. Joseph Center and a sample of clients' parents and guardians.

### **Results of Review**

Overall, St. Joseph Center maintained documentation to support the minutes billed. In addition, the Agency completed the Client Care Plans, Assessments, and Progress Notes in accordance with program requirements.

The Agency did not always assign staff that were qualified to provide County contracted services. Two (20%) of the ten staff reviewed did not possess the required qualifications to complete the Adult Initial Assessments.

We have attached the details of our review along with a recommendation for corrective action.

### **Review of Report**

We discussed the results of our review with St. Joseph Center on December 6, 2006. In their attached response, the Agency indicates that only qualified staff will complete the Adult Initial Assessments.

We thank St. Joseph Center management for their cooperation and assistance during this review. Please call me if you have any questions or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Dr. Marvin J. Southard, Director, Department of Mental Health  
Rhonda Meister, Executive Director, St. Joseph Center  
Public Information Office  
Audit Committee

**DEPARTMENT OF AUDITOR-CONTROLLER  
CONTRACT COMPLIANCE REVIEW  
ST. JOSEPH CENTER  
FISCAL YEAR 2006-2007**

**BILLED SERVICES**

**Objective**

Determine whether St. Joseph Center (Agency) provided the services billed in accordance with their contract with Department of Mental Health (DMH).

**Verification**

We judgmentally selected 3,875 minutes from 31,379 service minutes of approved Medi-Cal billings to DMH where at least 35% of the total service cost was paid using County General Funds. We reviewed the Progress Notes, Assessments and Client Care Plans maintained in the clients' charts for the selected billings. The 3,875 minutes represent services provided to 27 program participants.

Although we started our review in December 2006, the most current billing information available from DMH's billing system was July and August 2006.

**Results**

Overall, St. Joseph Center maintained documentation to support the services outlined in the County contract. The Agency completed the Client Care Plans, Assessments and Progress Notes in accordance with program requirements.

**Recommendation**

**There are no recommendations for this section.**

**CLIENT VERIFICATION**

**Objectives**

Determine whether the program participants received the services that St. Joseph Center billed DMH.

**Verification**

We interviewed seven participants that the Agency billed DMH for services during the months of July and August 2006.

**Results**

The seven program participants interviewed stated that the services they received from the Agency met their expectations.

**Recommendation**

There are no recommendations for this section.

**STAFFING LEVELS****Objective**

Determine whether the Agency maintained the appropriate staffing ratios for applicable services.

We did not perform test work in this section as the Agency does not provide services that require staffing ratios for this particular funding program.

**STAFFING QUALIFICATIONS****Objective**

Determine whether St. Joseph Center treatment staff possessed the required qualifications to provide the services billed.

**Verification**

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 10 (71%) of the 14 St. Joseph Center treatment staff.

**Results**

Two (20%) staff in our sample did not possess the required qualifications to complete an Adult Initial Assessment.

**Recommendation**

1. St Joseph management ensure that staff meet the requirements to deliver the services billed.

**SERVICE LEVELS****Objective**

Determine whether St. Joseph Center reported service levels varied significantly from the service levels identified in the DMH contract.

**Verification**

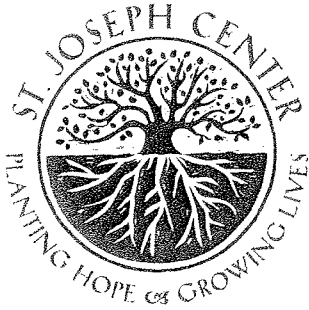
We obtained Fiscal Year 2005-06 Cost Report submitted to DMH by St Joseph Center and compared the dollar amount and billed units of service to the contracted units of service identified in the contract for the same period.

**Results**

The Agency provided the service levels outlined in the County contract.

**Recommendation**

**There are no recommendations for this section.**



May 8, 2007

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RE: Corrective Action Plan, St. Joseph Center, Provider #7114

Dear Mr. Hellmold:

Management staff of St. Joseph Center, Provider # 7114 has reviewed the report draft of the Auditor-Controller dated 04/16/2007.

This letter serves as documentation of the Corrective Action Plan in response to the one area needing correction below:

**Auditor's finding:** "Two (20%) staff in our sample did not possess the required qualifications to complete an Adult Initial Assessment".

**Corrective Action Plan:** As of December 7, 2006, only staff registered with the California Board of Behavioral Sciences (BBS) or are currently licensed by the BBS in the State of California will complete the Adult Initial Assessment.

We thank the Auditor-Controller's office for their professionalism throughout the audit process.

Sincerely,

Nick Maiorino, MA  
Director of Money Management Services

St. Joseph Center

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C: Rhonda Meister, ED; Judy Alexander, AD; Dorothy Berndt, LCSW, QA Mgr.; Loretta Herndon, MFT, PM; Sue Zwick, DMH